

ISAAC A. OLAOSEBIKAN

Silver Spring MD | +1850-339-7701 | adewaleolasebikan@gmail.com | <https://www.linkedin.com/in/isaac-olaosebikan>

Professional Summary

Highly motivated and successful professional with over three years of experience as a Salesforce Administrator and Database Administrator. Skilled in system administration, configuration, and implementation within Salesforce environments, coupled with extensive expertise in database management. Demonstrated proficiency in enhancing Salesforce platforms, managing data migration, generating reports, and ensuring user engagement. Adept at salesforce flow automation, performance tuning, and data security. Possesses exceptional analytical and problem-solving skills, with strong communication and interpersonal abilities. Experienced in providing tutoring and training to empower users and drive system adoption. Eager to leverage my combined expertise in Salesforce and database administration in a dynamic role.

Professional Experiences

Salesforce Administrator/Consultant (Volunteering) Remote *March 2024 – Present*

Ken Matt LLC

- Manage and engineer secure User Management protocols, configuring Profiles and Permission Sets across databases to protect critical CRM data and ensure compliance.
- Design and implement intricate analytical data structures and Custom Objects using SQL to support complex business intelligence initiatives and reporting.
- Conduct platform optimizations within a fast-paced team, utilizing Flow Builder and Confluence to document technical solutions and meet tight deployment deadlines.

CRM Operations Consultant *September 2022 – February 2024*

Domzel Nigeria Limited

- Administered Salesforce platform, including user setup, security settings, and customizations.
- Managed Salesforce data integrity through regular data cleaning, validation, and deduplication processes.
- Implemented automation solutions using Salesforce tools like Process Builder, Workflow Rules, and Flow.
- Provided ongoing support and training to users, addressing issues and enhancing their Salesforce experience.
- Coordinated with cross-functional teams to streamline processes and improve overall system efficiency.

CNA Exams Prep Tutor (Volunteer) *July 2017 – June 2018*

Goodwill Prosperity Center, Tallahassee FL, USA

- Managed educational data and certification tracking, ensuring students met rigorous preparation standards for licensing exams.
- Designed personalized learning modules to improve student retention rates, utilizing data-driven feedback to adjust instructional strategies.

Conducted high-impact communication sessions to foster preparedness, simplifying complex regulatory

Technical Portfolio

- **Salesforce Sales Pipeline Automation — Domzel Nigeria Limited.** Customized Salesforce lead and opportunity processes developed Flow automations, and improved sales tracking and forecasting. Reduced manual data entry by 40% and contributed to a 25% increase in conversion rates within three months.
- (<https://www.youtube.com/@ITTalentsPoint>). **Salesforce Flow Automation Demonstrations — TalentsPoint by Isaac Olaosebikan** Designed and demonstrated more than 50 Salesforce automation solutions using record-triggered flows, screen flows, scheduled flows, approval processes, custom objects, and permission configurations. Published step-by-step technical tutorials for Salesforce users and aspiring administrators.
- **CRM Data Quality and Security Administration — Ken Matt LL.** Configured profiles, permission sets, user access, and data-management controls to improve CRM security, data integrity, reporting reliability, and platform governance.
- **Project Tracker Salesforce Application —** Built a custom Salesforce Project Tracker object with 25 custom fields, including formula, currency, date, picklist, checkbox, and relationship fields. Developed validation rules, page layouts, security controls, and automation to improve project-data accuracy and usability. Created reports and dashboards to track project status, deadlines, ownership, priorities, and performance

Skills

Salesforce Tools

- Flow Builder and Automation
- Data Management — Data Loader, Data Import Wizard,
- Rules — Validation rules, duplicate rules
- Reports/Dashboard
- Security — profiles, roles. permission set, sharing rules
- SOQL (Salesforce object Query Language)

Non-Salesforce

- Tableau
- Microsoft Excel
- Basic Statistics
- Power of BI
- SQL Developer
- Python for Data Analysis

Education/Certifications

Towson University, Maryland USA

- Master of Science Applied Information Technology (M.Sc.) *August 2024 – May 2026*
- Post-Baccalaureate Health Information Technology *August 2024 – May 2026*

University of Benin

- Bachelor of Science in Accounting (BSc) *March 2003 – December 2007*

Professional Certifications

- Salesforce Certified Platform Foundations
- Salesforce Certified AI Associate
- Salesforce Certified Platform Administrator
- Salesforce Certified Platform Administrator II
- Salesforce Certified Platform App Builder
- Trailhead 18x Superbadges on Trailhead by Salesforce
- Udemy Certificate of Completion: Scrum Certification Prep + Scrum Master + Agile Scrum Training